



Administrative Management - Fleet Management - Selected Text Responses

List up to five opportunities for improvement with fleet management in your Agency.		Response Percent	Response Total
1.			25
	Keeping a fleet of newer vehicles for agencies to lease.		
	Fleet management works fine, only improvement would be the availability of staff time to devote to this function.		
	Things seem to work well as currently assigned.		
	More large police type vehicles supplied by DGS Fleet Mgmt		
	none		
	n/a		
	Place our vehicles under the OFMS maint control center		
	Better communication		
	VDOT uses a 12 year old main frame in-house developed Equipment Management System. EMS has served VDOT well in collection and reporting of data related to inventory and repair/maintenance of the vehicles in the fleet. VDOT Equipment (Fleet) Management recognize the need to upgrade to a modern, web enabled, Equipment Management System. Improved management reporting capabilities, window based user friendly, and improvements to our warranty management program are a few of the advantages to be realized with improvement to the EMS program. Appropriate GASB 34/GAAP reporting is also critical and has been difficult to implement.		
	Electronic fleet management system tying to assets, purchasing, payables		
	better oversight of maintenance schedules		
	Develope an inter government agreement with the Feds to have service provided at one of the 13 Organization Maintenance Shops.		
	Automation of maintenance records		
	Automated tracking of vehicle gas mileage		
	We do not believe that our vehicles constitute a fleet.		
	The agency needs to implement a fleet management system, but lacks the knowledge and expertise.		
	automated maintenance tracking system		
	Ability to track preventive maintenance & maintenance, annual inspection, recalls, lifecycle, etc.		
	contracts for preventive maintenance/service plans		
	Availability of maintenance information		
	Knowing who to call for certain needs and questions.		
	Budget to replace vehicles before major problems occur.		
	Meeting monthly mileage requirements for Pool Vehicles		
	Provide for the standardization of vehicle equipment		
	Electronically tracking of maintenance required		
2.			15

	Increased funding to replace aging vehicle (trucks)		
	open later in the evening		
	Charge Back Process: VDOT internal users of the rental fleet are charged on a per hour basis from a predetermined hourly rate based upon hours they report used during a period. VDOT Equipment (Fleet) Management has proposed an "internal lease" process that would charge the operating unit a fixed rate for ownership of the vehicle and a hourly charge for maintenance/repairs, fuel etc. The proposal is currently under consideration.		
	Better computer system to track maintenance costs.		
	Timlier reaction to recalls		
	Automation of mileage use		
	Maintain a better selection of vehicles on state contract to better meet agency needs (eg. hybrids and range of SUVs with low-ratio rear ends and positive traction).		
	automated scheduling		
	To tie FAACS, Surplus, DMV & Agency fleet		
	analysis on cost of repair/replacement		
	Notification of maintenance requirements/schedules		
	Ability to connect to VDOT/Fleet System for service information, repair status, etc.		
	Statewide contracts for maintenance		
	Minimize the number of vehicle makes used		
	Shared database for fleet management		
3.			8
	VDOT Equipment (Fleet) Management has proposed a fully burdened labor rate to charge for repairs and maintenance to all VDOT and other agency vehicles. This rate will equitably distribute shop overhead expenses among all users. The proposal is currently under consideration.		
	more use of VDOT fuel cards		
	Tracking pool of vehicles to forecast disposal		
	Agency training for Fleet Management by DGS		
	improved asset management		
	Reservation process		
	Tool to measure accurate usage.		
	Improve present facility		
4.			4
	Implement a consistent labor/parts numbering system to identify repair and maintenance activities down to the assembly level for repair history data. VDOT Equipment (Fleet) Management plans to implement the use of the American Trucking Association Vehicle Maintenance Repair Schedule (VMRS) Codes. Standardization of the reporting of these repair activities will improve data collection and reports results.		
	Ability to analyze need for special use vehicles		
	Motor pool software		
	Improved fleet management system		



5.			0
Total # of respondents 30. Statistics based on 25 respondents; 0 filtered; 5 skipped.			

Does your Agency have key performance measures/indicators for fleet management?		Response Percent	Response Total
Yes		20%	6
No		80%	24
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			

If yes, what do you measure?		Response Percent	Response Total
			6
	Monthly mileage.		
	1.Technician Staffing Levels – Approved vs. Filled – goal 100% filled 2.Technician Certification Accomplishments – Number of ASE certified Technicians 3.Technician Productivity - % of repair duties completed within acceptable times by technician – goal 95% above lower control limit. 4.Preventive Maintenance services completed on time – goal 95% during month due for service. 5.Fleet Availability – goal various dependent on vehicle type. 6.Maintenance and Repair Costs 7.Vehicle Utilization – monitor under-utilization closely for reassignment and possible sale of grossly under-utilized vehicles. 8.Service and Repair Quality – monitor technician rework – goal > 3% of all repairs within month. 9.Planned vs. Reactive Repairs		
	Mileage, age, beginning to maintain costs		
	We have benchmarked service technician time for repair with UPS. We also measure vehicle mileage, repair costs, and surplus value.		
	meeting minimum mileage requirements and number of days used per month		
	mileage and usage		
Total # of respondents 30. Statistics based on 6 respondents; 0 filtered; 24 skipped.			

Please recommend up to five opportunities for improvement within your fleet management and repair processes.		Response Percent	Response Total
1.			22
	None		
	TRAINING		
	n/a		
	Place the Agency owned vehicles in the OFMS maint control center		
	Pick up and delivery of vehicles for repair		
	VDOT uses a 12 year old main frame in-house developed Equipment Management System. EMS has served VDOT well in collection and reporting of data related to inventory and repair/maintenance of the vehicles in the fleet. VDOT Equipment (Fleet) Management recognize the need to upgrade to a modern, web enabled, Equipment Management System. Improved management reporting capabilities, window based user friendly, and improvements to our warranty management program are a few of the advantages to be realized with improvement to the EMS program. Appropriate GASB 34/GAAP reporting is also critical and has been difficult to implement.		
	Electronic FM system connected to purchasing, payable, assets, budget		
	Better oversight of maintenance schedules		
	n/a		
	None, fully meets the needs of our Dept.		
	The department needs to implement a fleet management system.		
	need automated maintenance tracking system		
	Develop reports from information entered into the agency's Vehicle Mgt System		
	see response to question 4		
	Purchase of a fleet management/repair system		
	Instead of the agency listing all that we feel may be wrong with our leased vehicle, VDOT should be able to drive and see what needs to be done and should go by specific schedules as to when things need to be checked, replaced, etc. ie - tune-ups, plugs, brakes, filters, etc.		
	Ability to use outside vendors or have more staff available to handle repairs.		
	Better tracking of cost to specific equipment		
	Access to other statewide maintenance contracts		
	Create a fleet management staff		
	Increase range of repair services available at VDOT stations		
	Service facilities located closer to Health Department		
2.			11
	MAINTENANCE		
	Several months notice before inspection		
	Charge Back Process: VDOT internal users of the rental fleet are charged on a per hour basis from a predetermined hourly rate based upon hours they report used during a period. VDOT Equipment (Fleet) Management has proposed an "internal lease" process that would charged the operating unit a fixed rate for		

	ownership of the vehicle and a hourly charge for maintenance/repairs, fuel etc. The proposal is currently under consideration.		
	Better reaction to recalls		
	state needs more car wash facilities		
	Standardize the repair process via standardized forms & clarify approval process		
	Statewide implementation of a fleet management/repair system		
	Development of a fleet maintenace schedule for replacement		
	A large, modern facility		
	Provide more information on website		
	Detailed invoices for services provided supporting the charge		
3.			6
	Another fleet vehicle to use when our vehicle is being repaired		
	VDOT Equipment (Fleet) Management has proposed a fully burdened labor rate to charge for repairs and maintenance to all VDOT and other agency vehicles. This rate will equitably distribute shop overhead expenses among all users. Currently rental fleet absorbs all shop overhead costs. The proposal is currently under consideration.		
	More use of VDOT fuel cards		
	Automated reports for analysis		
	Better fuel tracking mechanism		
	Provide a warehouse employee dedicated to garage		
4.			2
	Implement a consistent labor/parts numbering system to identify repair and maintenance activities down to the assembly level for repair history data. VDOT Equipment (Fleet) Management plans to implement the use of the American Trucking Association Vehicle Maintenance Repair Schedule (VMRS) Codes. Standardization of the reporting of these repair activities will improve data collection and reports results.		
	Discontinue the seizure of low value vehicles		
5.			0
Total # of respondents 30. Statistics based on 22 respondents; 0 filtered; 8 skipped.			

How does your Agency track maintenance history on each vehicle? (Automated or Manual?)		Response Percent	Response Total
Automated		35.7%	10
Manual		64.3%	18
Comments			16
	MP-2		
	DGS is responsible for this.		
	VDOT uses a 12 year old main frame in-house developed Equipment Management System. EMS has served VDOT well in collection and reporting of data related to inventory and repair/maintenance of the vehicles in the fleet. VDOT Equipment (Fleet) Management recognize the need to upgrade to a modern, web enabled, Equipment Management System. Improved management reporting capabilities, window based user friendly, and improvements to our warranty management program are a few of the advantages to be realized with improvement to the EMS program. Appropriate GASB 34/GAAP reporting is also critical and has been difficult to implement.		
	Mechanics use Excel workbook		
	log book in vehicle		
	n/a		
	The Head of our Mail Room maintains the keys and checks three of the vehicles out. She keeps maintenance records. The Registration Department's staff keeps records on the cargo van assigned to them.		
	This is for pool vehicles only, manually for agency owned		
	Effective 1/6/05 we implemented the Vehicle Mgt System, whereby vehicle maintenance and lifecycle can be tracked		
	Access Database		
	VDOT keeps track of servicing schedule & notifies us by mail when servicing is due on all 3 vehicles		
	starting to move to a more automated process		
	iTMS maintenance system.		
	80% of vehicles are assigned and each individual is responsible to track.		
	Automated via monthly vehicle expense Report SP-93 and manually via monthly supervisor's inspection		
	The District does not track history on the 2 vehicles		
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			

What type of fleet tracking technology (i.e. bar-coding and RFID) does your Agency use?		Response Percent	Response Total
1.			25
	Identification tag.		
	Manual inventory only.		
	N/A		
	None		
	PPA# (physical plant asset number)		
	n/a		
	Each piece of VDOT Rental Equipment is tracked with an Equipment Identification Number stenciled in large numbers on the equipment.		
	NONE		
	none		
	n/a		
	Manual		
	Vehicles are tracked in our fixed asset module of our ERP.		
	Not Applicable		
	asset ID number uniquely assigned		
	mileage usage spreadsheets		
	FAACS		
	none		
	none		
	N/A		
	FAACS id tags		
	None		
	None		
	License Plates		
	Each new agency owned vehicle is assigned a inventory fixed asset tag and entered into Dept of Account's system		
	Site has only two vehicles to deal with		
2.			2
	Each piece of VDOT Rental Equipment is tracked by an Equipment Identification Number in the Equipment Management System (EMS) database.		
	VIN Numbers		
3.			1
	Pool number		
Total # of respondents 30. Statistics based on 25 respondents; 0 filtered; 5 skipped.			

What is the number of Agency vehicles serviced by Commonwealth shops?		Response Percent	Response Total
Total			26
	2		
	27		
	113		
	19		
	115		
	0		
	16		
	1		
	34,168		
	0		
	3		
	20		
	29		
	1		
	0		
	96		
	374		
	40		
	0		
	3		
	70		
	0		
	2,565		
	2		
	270		
	2		
Comments			15
	All 113 leased cars are serviced at VDOT Shops. Agency owned vehicles are done at VDOT Shops when practical.		
	DGS determines		
	Includes 9,090 VDOT Rental Equipment units (Fleet Management) and 25,078 VDOT Non-rental units (Equipment Management)		
	Most DOF vehicles are serviced by DOF mechanics		
	If VDOT will service the vehicles we use there garages		
	Majority by Commonwealth		

	These are vehicles operated remote to our Big Stone Gap facility.		
	agency uses private sector shops		
	Routine maintenance is required by VDOT shops		
	VDOT provides maint on passenger vehicles only		
	We do not track this information, but all vehicles have the potential for service at COV shops		
	Service performed by DOC shops and VDOT		
	Agency vehicles are not routinely serviced at Commonwealth shops		
	Unknown. It has been stated that more vehicles would be serviced at Commonwealth shops if they did not refuse services due to shortage of mechanics.		
	Vehicles are taken to VDOT for service, they have farmed out the work to commercial shops when they did not have time to provide the service.		
Total # of respondents 30 . Statistics based on 30 respondents; 0 filtered; 0 skipped.			

Statistics for question: What is the number of Agency vehicles serviced by Commonwealth shops?

Mean
1.366

Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.		Response Percent	Response Total
			22
	Commonwealth Fleet Management rules and regulations.		
	None known		
	no		
	DGS		
	none		
	<p>If the VDOT Rental Equipment fleet were to be redesigned to incorporate leasing of equipment, Federal would regulations apply that would affect the implementation of such a program.</p> <p>In determining allowance of costs to be billed to Federal Agencies, §31.205-20, Interest and Other Financial Costs, of Part 31 – Contract Cost Principles and Procedures of the Federal Acquisition Regulations (FAR) states that "Interest on borrowings (however represented), bond discounts, costs of financing and refinancing capital (net worth plus long-term liabilities), legal and professional fees paid in connection with preparing prospectuses, and costs of preparing and issuing stock rights are unallowable."</p> <p>The impact of this statement occurs when rental rates on VDOT's construction inspectors' trucks are charged to federal projects. It also occurs when VDOT maintenance crews perform emergency work as a result of storm damage, and VDOT subsequently requests reimbursement from the Federal Emergency Management Agency (FEMA). During these and other similar situations, VDOT would not be allowed to claim interest expenses that would be included in the equipment rental charge-back rates. Additionally, it would be most difficult to separate the related interest costs from the variety of types and year models of equipment associated with any one of these events. This circumstance could result in VDOT losing millions of dollars of federal reimbursement funding each year.</p>		
	None we know about.		
	Federal law and regulation relative to the Organizational Maintenance shops.		
	No		
	Federal grants limit use of surplus property revenue from vehicle sales. These are found in federal agency Financial Assistance Rules.		
	No.		
	no		
	Yes, DGS rules and Regulations		
	Unknown		
	n/a		
	Not to our knowledge.		
	No		
	None that we are aware of.		
	Mileage and hours of use are used to bill cost of operations back to federal grants.		

	The mileage rate has been periodically calculated based on specific record keeping for a period of time to determine the mileage rate for billing. This rate is negotiated with the Fish and Wildlife Service.		
	I do not have knowledge of any.		
	None		
	Dept of General Services, Fleet Management policies and procedures; Dept of Accounts, policies and procedures		
Total # of respondents 30 . Statistics based on 22 respondents; 0 filtered; 8 skipped.			

If you have any other concerns or comments about this functional area, please include them here.		Response Percent	Response Total
			11
	N/A		
	n/a		
	<p>The "%use" information requested in question #1 cannot be provided in the format requested. VDOT does not use a percent calculation to measure utilization performance, but instead uses the upper and lower control limit methodology. The VDOT Equipment Management System (EMS) provides periodic reports listing the approximately 175 classes of equipment and their associated class averages of use in hours, as well as, the upper and lower control limits for each class. A hard copy of this report will be provided to the VDOT Agency Reviewer to present to the Enterprise Applications Project Team.</p> <p>In question #26, the number of "pooled" vehicles was left blank. Although VDOT does use pooling of vehicles (as explained in question #34), much of the pooling is performed informally, and the data is not readily available.</p>		
	I would not consider our few vehicles to be a fleet.		
	<p>The remote locations of our vehicles creates special management needs. DMME must use speciality off-road vehicles due to the large percentage of usage on off-road mine sites.</p>		
	n/a		
	N/A		
	We have 16 response vehicles and 42 trailers with equipment for training purposes and in emergencies response requirements. When receiving approval for a new vehicle we follow DGS Office of Fleet Management Manual.		
	None		
	<p>#1 Vehicles listed under "public safety" include 4-wheel drive vehicles and special van vehicles used for Emergency Medical Services, Radiological Health, and Emergency Preparedness and Response. The use vehicles is only tracked by mileage.</p> <p>#17 Replacement of agency owned vehicles typically depends upon cost of repairs and value of vehicle.</p> <p>#24 Majority is pool but not tracked.</p>		
	<p>The District has one VDH agency owned vehicle and one leased vehicle from VDOT. Each vehicle is assigned to a specific individual. Any repair and/or service needs are the responsibility of the individual custodian. If there is a major problem with the vehicle, the District Business Manager is notified prior to having the work done. We are a user of the vehicles and really do not have a fleet management function at the District level.</p>		
Total # of respondents 30. Statistics based on 11 respondents; 0 filtered; 19 skipped.			